

Troubleshoot the Installation User for a Roaming Client

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Introduction

This document describes how to determine the installation user for a roaming client.

Overview

As the Umbrella admin for an organization, there are times you might want to confirm which user's download was used to deploy a roaming client. This guide describes the steps necessary to locate the user who downloaded the installation file for a given roaming client.

Solution

The first step is to view the registration data associated with the roaming client. To do so, view the contents of the registration file, and extract the UserID. Then, look for the specified value.

Windows: %ProgramData\OpenDNS\ERC\OrgInfo.json

```
<#root>

{
  "organizationId" : "1111111111",
  "fingerprint" : "11111112121212121212121212121212121212121212121",
  "userId" :

  "123456"

}
```

macOS: /Library/Application Support/OpenDNS Roaming Client/Updater.plist

```
<#root>

<key>APIOrganizationID</key>
  <string>162115</string>
<key>APIUserID</key>
  <string>

123456
```

</string>

Then, access the Umbrella dashboard and use these steps:

1. Take the userid value
2. Go to the accounts page on the dashboard
3. Add the userid value to the end of the URL and hit enter to go to the page. If it does not refresh, manually refresh. The URL looks like this example for organization 98765:
<https://dashboard.umbrella.com/o/98765/#/admin/accounts> ->
<https://dashboard.umbrella.com/o/98765/#/admin/accounts/123456>

Or, use this to directly form a URL

1. URL must be: <https://dashboard.umbrella.com/o/A/#/admin/accounts/B>
2. Use the OrganizationID from the registration file and place it in location A
3. Use the UserID from the registration file and place it in location B

The resulting user is the roaming client download credentials used to install the roaming client.